

Appendices to "The impact of long-term youth voluntary service in Europe: a review of published and unpublished research studies"

1 Phases of the review

1.1 Step 1: gathering studies

The four activities listed below were carried out in parallel and lasted from November 2006 to April 2007.

1.1.1 Mailout to AVSO member organisations

First, we searched for studies via a mail-out to voluntary organisations which are members of AVSO. These are a mixture of grassroots and umbrella voluntary organisations; the umbrella organisations were asked to forward our request to their own members. Our mailout had three parts:

- A request for studies
- A request for further addresses of more organisations we could approach
- Some questions on the organisation's impact monitoring procedures.

When we received further suggestions for organisations which could help in our search, we sent a similar mail-out to them, and so on. See List of agencies responding.

1.1.2 Literature search

In parallel with the mailout, we conducted keyword searches in the internet, primarily in English but also in French and German. This search was carried out using Google but also specialist searches including: scirus.com, Google scholar, Eurobarometer, Cessda (a portal for European social science research data), Eurostat, the search engines of the major journals on voluntarism (see appendix 4) and the subscription-only search engine (psychinfo) of the American Psychological Association.

1.1.3 Mailout to National Agencies

We also contacted all Youth National Agencies in Europe¹ asking them:

- if they had any published or unpublished research studies on the effects or impact of voluntary service
- or if they knew of any individuals or organisations apart from themselves that might have carried out or had access to such studies
- if and how they monitor the impact of voluntary service placements in their countries.

A second mail-out was sent out to non-responders. In a third step, agencies which had not responded were telephoned. Five could not be reached over telephone. Altogether:

- 14 countries did not themselves have information on impact but either described the process of monitoring the impact in their countries or gave us contact detail of institutions or person who might be able to help.
- Five countries sent us research reports on the impact of voluntary service in their countries.

1.1.4 Ad-hoc searches

We also contacted other individuals and agencies who we thought could help. See List of agencies responding

¹ contact details were obtained from the EC website: http://ec.europa.eu/youth/contact_en.html

1.2 Step 2: developing a theoretical framework

Some of the studies found so far were identified as important theoretical papers. A theoretical framework for our study (chapter 3 of the main report) was established in response to those papers including a tagging system for classifying the studies.

1.3 Step 3: classifying the studies

For each study, a new entry was made in a references database using the program Endnote 8. The entry was classified by using a set of tags described below which corresponds to the theoretical framework set out in chapter 2. This classification also helped decide whether the study fitted all the 11 criteria for including studies described above. In some cases we made allowances for some studies which did not quite fit all the criteria but which had significant light to cast on the impact of voluntary service. These additional studies are presented as such in the findings chapters. Approximately 300 documents were analysed.

Finally, the tags were inspected for each document to see which fitted all the 11 criteria. The tags were deleted from those which did not satisfy the criteria but the documents themselves were not deleted as some provided important supporting information.

1.4 Step 4: aggregating the results

In the findings chapter (chapter 4) the studies are analysed in the terms of the theoretical framework specified in chapter 3.

2 Some toolkits, theoretical frameworks & questionnaires ...

... for conceptualising and measuring the impact of voluntarism, and voluntary service in particular.

There are many questionnaires and frameworks for measuring the impact of voluntarism and voluntary service. The following are presented because we considered them to be particularly relevant to the aim of our research.

Framework	Comments
Model of Voluntary activities and civic learning: (Mutz and Schwimmbeck 2005)	Distinguishes social from civic learning; provides a typology of countries with respect to social and civic learning
VIVA (Gaskin 2003)	VIVA is an innovative tool in the management of unpaid human resources, which: <ul style="list-style-type: none"> • places a financial or 'market' value on unpaid work, producing a total volunteer value or notional 'volunteer wage bill' • adds up all items of expenditure on volunteers, including staff costs, to produce a total investment figure • compares the two through the VIVA Ratio, which measures cost-effectiveness in volunteer programmes
Framework for organising service-related research (Perry and Imperial 2001)	A framework for research topics with four main areas: attributes of the <i>server</i> (e.g. age or ethnicity) and attributes of the <i>service</i> (e.g. length or nature of work) are seen as having differential effects on <i>outcome</i> as mediated by aspects of <i>implementation</i>
The functional approach (Snyder, Clary et al. 2000).	Since the beginning of the 1990's, Clary, Snyder and their colleagues have been applying the functional approach to the motivations underlying involvement in volunteer work. According to this approach, people engage in voluntary work in order to satisfy important social and psychological goals; and different individuals may be involved in similar volunteer activities but do so in order to achieve different goals.
AmeriCorps general theory of change model (Jastrzab, Giordano et al. 2004)	A sophisticated model, based on Logical Frameworks, ² of intermediate, short-term (e.g. leadership skills) and long-term benefits (e.g. civic values) to volunteers only.
Independent sector / UNV: Measuring volunteering: a practical toolkit (Dingle 2001)	Developed for IYV 2001 Measuring Volunteering: A Practical Toolkit is the product of collaboration between United Nations Volunteers and Independent Sector. It responds to the expressed wishes of many countries for support in putting a figure on the economic contribution of volunteering.
GSI: (Tang, Moore McBride et al. 2003)	This paper proposes a definition and conceptualization of civic service.
Council of Europe and European commission: International Voluntary	A set of creative methods. Does not include specific questions. Recommends repeated evaluation (monitoring) but as a management aid

² LogFrame (tm) 1988-1992 TEAM technologies, Inc.

Service T-kit (Amorim, Constanzo et al. 2002)	rather than as a way of providing more valid or generalisable information on impact.
UNV:	A very emic approach – valid for specific contexts. Largely qualitative. Also indicated possibility of a narrative aggregation approach at the multi-program level in terms of lessons learned and an action plan. Basically retrospective and strongly participatory. Complex, includes LFA, SWOT analyses, Most Significant Change, and some elements of outcome mapping
IVR:	<p>The "vertical" dimension in the IVR toolkit (volunteers, users etc) serves two roles: it is supposed to be the level at which the capital is located (e.g. the human capital is located in the volunteers, the users etc.) and at the same time is used to structure the toolkit in terms of who is asked which questions. We have to remember that users can be asked questions about volunteers and vice versa.</p> <p>The matrix combines five dimensions of impact: Physical capital, Human capital, Economic capital, Social capital and Cultural capital; with four areas of impact: Volunteers, Organisations, Users and Community. The toolkit includes questions at placement-end on whether certain things increased or decreased. A short questionnaire with basic questions is supplemented by an optional longer questionnaire which provides a number of questions for each question in the basic questionnaire.</p> <p>Data is aggregated into a simple and attractive report in traffic-light format. Our theoretical framework for this review is based loosely on the IVR toolkit</p> <p>The "vertical" dimension in the IVR toolkit (volunteers, users etc) serves two roles: it is supposed to be the level at which the capital is located (e.g. the human capital is located in the volunteers, the users etc.) and at the same time is used to structure the toolkit in terms of who is asked which questions. We have to remember that users can be asked questions about volunteers and vice versa.</p>

3 List of agencies responding

Country	Name (email)	Institution	Contact details
BELGIQUE	Magali RAYNAUD magali.raynaud@cfwb.be	Bureau International Jeunesse; Agence Nationale du programme Jeunesse	Communauté française Bureau International Jeunesse (BIJ) Rue du commerce 20-22 B – 1000 Bruxelles Tel: (32) 2 219 09 06 Fax: (32) 2 218 81 08 E-mail: bij@cfwb.be , jpe@cfwb.be Website: www.lebij.be (contact details obtained from EC website)
CESKÁ REPUBLIKA	Petr Syrucek petsr@youth.cz	Česká národní agentura "Mládež"; Czeck National Agency Youth	Česká národní agentura "Mládež" Czeck National Agency Youth Na Poříčí 12 CZ – 11530 Praha 1 Tel: (420) 2 24872280 Fax: (420) 2 24872280 E-mail: youth@youth.cz Website: http://www.youth.cz (contact details obtained from EC website)
CESKÁ REPUBLIKA	Janka Adameová j.adameova@slezskadiakonie.cz	Silesian Diakonie - Slezská diakonie	Na Nivách 7, 737 01 Český těšín Tel.: +420 558 764 341 Fax.: +420 558 764 342 Web: http://www.slezskadiakonie.cz
CESKÁ REPUBLIKA	Vojtech Tutr vtutr@hest.cz	HESTIA	HESTIA - National volunteering centre (NGO) : email: vtutr@hest.cz tel: 224 872 075 fax: 224 872 076
DANMARK	Jette Esager Rasmussen jer@CiriusMail.dk	CIRIUS	Jette Esager Rasmussen CIRIUS Fiolstræde 44 1171 København K Tel. direkte: 33 95 70 45 Email: jer@ciriusmail.dk www.ciriusonline.dk

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DANMARK	Sarah Gram Information and Administrative Officer admin@icyeeurope.org	ICYE European Association	ICYE European Association Klosterport 4A, 3rd floor DK-8000 Aarhus C Denmark Phone: (+45) 8618 0715 Fax: (+45) 8618 0761 Email: admin@icyeeurope.org Skypename: icyeeurope_admin Web: www.icyeeurope.org Office hours: Tuesday 11 -14 Friday 12-15
DEUTSCHLAND	Andreas Schwab International Office icyeio@ipn-b.de	INTERNATIONAL CULTURAL YOUTH EXCHANGE	INTERNATIONAL CULTURAL YOUTH EXCHANGE Grosse Hamburger Str. 30 - 10115 Berlin - Germany Tel.: (49-30) 28 39 05 50 - 51 Fax: (49-30) 28 39 05 52 E-mail: icye@icye.org E-mail: icyeio@ipn-b.de Website: www.icye.org
DEUTSCHLAND	Karin Schulz Programme Manager Action 2 YOUTH IN ACTION Germany schulz@jfemail.de	JUGEND für Europa Deutsche Agentur für das EU- Programm JUGEND IN AKTION	Godesberger Allee 142 - 148 D-53175 Bonn Tel.: +49 (0)228 9506-226 Fax: +49 (0)228 9506-5226 (direkt) Fax: +49 (0) 228 9506-222 (allgemein) mailto: schulz@jfemail.de Besuchen Sie auch unsere website http://www.webforum-jugend.de
DEUTSCHLAND	Jan Gildemeister agdf@friedensdienst.de	AGDF - Aktionsgemeinschaft Dienst für den Frieden (Action Committee Service for Peace)	AGDF - Aktionsgemeinschaft Dienst für den Frieden (Action Committee Service for Peace) Blücherstraße 14, D - 53115 Bonn, Germany TEL+49 – 228 - 24999-1 FAX+49 – 228 - 24999-19 http://www.friedensdienst.de

Country	Name (email)	Institution	Contact details
DEUTSCHLAND	Ilka Peterson International affairs/ pedagogical support peterston@oeko-jahr.de	FÖJ- Betreuungsstelle	Ilka Peterson FÖJ-Betreuungsstelle Koppelsberg 1 24306 Plön +49-(0)4522-507187 peterston@oeko-jahr.de www.oeko-jahr.de
DEUTSCHLAND	Jörn Fischer info@grenzenlos.org	Grenzenlos e.V.	Grenzenlos e.V. Unkeler Str. 24 D-50939 Köln info@grenzenlos.org www.grenzenlos.org Tel: +49 221 / 420 11 13 Mobil: +49 175 / 452 85 11
EESTI	Daniel Soomer Programme officer daniel@noored.ee	Estonian National Agency for EU Youth in Action Programme Foundation Archimedes	Estonian National Agency for EU Youth in Action Programme Foundation Archimedes Koidula 13A, 10125 Tallinn, Estonia Ph: +372 6979 222 Fax: +372 6979 226 E-mail: noored@noored.ee http://euroopa.noored.ee (contact details obtained from EC website)
EESTI	Anna Gramberg Member of the Board anna@vabatahtlikud.ee	Tartu Volunteer Centre	Anna Gramberg Member of the Board Tartu Volunteer Centre ph/fax +372 742 0341 anna@vabatahtlikud.ee www.vabatahtlikud.ee
IRELAND	Conor D'Arcy cdarcy@leargas.ie	Youth Work Service Leargas	LEARGAS - The Exchange Bureau Youth Work Service 189-193 Parnell Street IRL – Dublin 1 Tel: (353) 1 8731411 Fax: (353) 1 8731316 E-mail: youth@leargas.ie Website: http://www.leargas.ie/youth

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LIECHTENSTEIN	Virginie Meusburger-Cavassino virginie@aha.li	"aha"- Tipps und Infos für Junge Leute National Agency "Youth"	'aha' Tipps und Infos für Junge Leute Bahnhof, Postfach 356 FL – 9494 Schaan Tel: (423) 232 48 24, (423) 232 90 20 Fax: (423) 232 93 63 E-mail: aha@aha.li Website: http://www.aha.li
LIETUVA	Saulius Valentinavicius EVS project coordinator saulius@jtba.lt Jurgita Grusaite EVS project coordinator jurga@jtba.lt	Agency of International Youth Cooperation	Jaunimo tarptautinio bendradarbiavimo agentūra Agency of International Youth Cooperation Gedimino av. 37 LI – 2001 Vilnius Tel: (370) 5 2 497004, (370) 5 2 497003 Fax: (370) 5 2 497005 E-mail: jaunimas@jtba.lt Website: http://www.jtba.lt
MAGYARORSZÁG	Takács Katalin Irodavezető / Head of Unit takacs.katalin@MOBILITAS.HU Salamon Judit salamon.judit@mobilitas.hu	Mobilitás, National Youth Service	Fiatalok Lendületben Programiroda, Mobilitás Országos Ifjúsági Szolgálat Youth In Action National Agency, Mobilitás National Youth Service 1051 Budapest, Szemere utca 7. Tel.: +36 1 374 9067 Fax: +36 1 374 9070 E-mail: salamon.judit@mobilitas.hu
ÖSTERREICH	Mag. Melanie Jacobs Melanie.Jacobs@iz.or.at	Interkulturelles Zentrum	Nationalagentur Jugend in Aktion - Aktion 2 Interkulturelles Zentrum Bacherplatz 10 1050 Wien Tel: + 43 1 586 75 44-39 Fax: +43 1 586 75 44-9

Country	Name (email)	Institution	Contact details
POLSKA	Agnieszka Moskwiak Action 2 - European Voluntary Service amoskwiak@youth.org.pl Melania Miksiewicz, Akcja 2 - Wolontariat Europejski, mmiksiewicz@youth.org.pl	Polish National Agency of the YOUTH Programme	Narodowa Agencja Programu MŁODZIEŻ Ul. Mokotowska 43, IV p. PL – 00 551 Warsaw Tel: (48) 22 6223706, (48) 22 6286014 Fax: (48) 22 6223708, (48) 22 6286017 E-mail: youth@youth.org.pl Website: http://www.youth.org.pl
SUOMI/FINLAND	Mr. Samuli Repo Adviser cimoinfo@cimo.fi	Centre for International Mobility (CIMO)	(CIMO) Hakaniemenkatu 2 PO BOX 343 FIN – 00531 Helsinki Tel: (358) 9 77477033 Fax: (358) 9 77477064 E-mail: cimoinfo@cimo.fi Website: http://www.cimo.fi
SVERIGE	KARIN WIMMER Projektledare karin.wimmer@svenskakyrkan.se	SVENSKA KYRKANS UNGA	SVENSKA KYRKANS UNGA 751 70 Uppsala besöksadress: Sysslomansgatan 8 tel dir: 018-640 654, 070-316 65 28 tel vxl: 018-640 640, fax: 018-640 655 karin.wimmer@svenskakyrkan.se www.svenskakyrkansunga.se
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4 Addresses of journals with focus on volunteering/voluntary service (see <http://www.worldvolunteerweb.org>)

Journal	Source	Description	URL	Access
Australian Journal on Volunteering	Volunteering Australia	Published twice yearly, publishes refereed and non refereed papers	www.tinyurl.com/yfpzd8	Subscription
E-Volunteerism		Electronic journal of the volunteer community	www.evolunteerism.com	Subscription, Free preview of articles
International Journal of Volunteer Administration (IJOVA)	Association for Volunteer Administration	Volunteer resources management worldwide with book reviews, brief articles, in-depth articles, training models and best practise, research results	www.ijova.org	Full articles free
Nonprofit and Voluntary Sector Quarterly	Association for Research on Nonprofit Organisations and Voluntary Action (ARNOVA)	International & interdisciplinary journal for nonprofit sector research, philanthropy and voluntarism	http://nvs.sagepub.com/	Subscription, pay per article, free abstracts available
Service Enquiry	Global Service Institute in partnership with service Enquiry Southern Africa	Latest developments of service policy worldwide	www.service-enquiry.org.za	Full articles free, last edition in September 2003?
Voluntary Action	Institute for Volunteering Research	Studies on volunteering and volunteers, in the context of education and employment, government policy	http://www.ivr.org.uk/voluntaryaction/	Membership, free abstracts available in English

Journal	Source	Description	URL	Access
Voluntas: International Journal of Voluntary and Nonprofit Organisations	International Society for Third Sector Research	Interdisciplinary academic journal, theoretical and empirical work, critical commentary of research and policy	www.istr.org/pubs/voluntas	Membership, free abstracts available in English, Spanish, French, German

5 Research reports

These forty papers are studies on the impact of youth long-term voluntary service in Europe (6 reviews + 34 individual papers and reports) and provide the main data for the main report.

Alternative-V (2003). Experiences of international voluntary service between Eastern, South-Eastern and Western Europe, ICYE - Eastlinks Large Scale Project.

AVSO (2005). Youth civic service in Europe, Edizioni Plus - Pisa University Press.

Becker, R., H. Brandes, et al. (2000). Lern- und Bildungsprozesse im Europäischen Freiwilligendienst. Düsseldorf, Deutsche Agentur Jugend für Europa (Eds)

Birkraut, G., I. E. Hein, et al. (2004). The voluntary cultural year in Germany: Perceptions of volunteers, institutions, politicians, and society - the future of civic service in the arts, Center for Social Development, Global Service Institute, George Warren Brown School of Social Work, Washington University

Bottaro, F. and G. Maggi (2005). Una scelta di partecipazione: L'esperienza di servizio civile nazionale volontario, Città di Torino

Settore Politiche Giovanili.

Bundesvereinigung Kulturelle Jugendbildung (2004). FSJ Kultur - Vom Modellprojekt zum Markenzeichen: Daten – Zahlen – Fakten: Evaluation im FSJ Kultur Fachtag am 01. Oktober 2004 in Berlin.

Ciężka, B. and J. Ratajczak (2004). Report on the survey of participants of EVS projects. Warsaw, Polish National Agency for the YOUTH

Commission of the European Communities (2001). "Youth for Europe" and "European voluntary service" - Evaluation report. Brussels, Commission of the European Communities.

Commission of the European Communities (2004). Interim evaluation of the Youth Programme 2000-2006 (covering the period 2000-2003), European Union. Commission.

Corporate Citizenship Company (2001). VSO Business Partnerships: An evaluation of the first assignments The Corporate Citizenship Company

Ecosfera (2003). Interim evaluation of third country cooperation of the youth programme 2000-2002 - Final report - volume I. Roma, European Commission - Directorate General Education And Culture.

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ECOTEC (2001). Mid-term evaluation of the Euromed-Youth programme. Brussels.

Engels, D. D., M. Leucht, et al. (2005). Ergebnisse der Evaluation des FSJ und FÖJ. Köln / Berlin, Bundesministeriums für Familie, Senioren, Frauen und Jugend

Estonian Youth Institute (2003). Impact assessment of the youth programme Estonia 2000 - 2002. Tallinn.

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- Huth, S. (2002). Vortrag: Freiwilliges Engagement und Selbstorganisationen von MigrantInnen im Kontext wissenschaftlicher Diskussion. Fachtagung des Bundesministerium für Familie Senioren, Frauen und Jugend in Kooperation mit der Beauftragen der Bundesregierung für Ausländerfragen. Freiwilliges Engagement und Selbsthilfe von Migrantinnen und Migranten. Wissenschaftszentrum Bonn.
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- Mutz, G. and S. Korfmacher (2003). Grenzerfahrungen, Abbrecherinnen und Abbrecher im Europäischen Freiwilligendienst. Bonn, Jugend für Europa
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- Schröer, R. (2003). Voluntary service: Opening doors to the future, Association of Voluntary Service Organisations (AVSO).
- Schröer, R. (2006). Erinnerungen, Identitäten und Engagement. Interkulturelle Erfahrungen junger Erwachsener in bi- und trilateralen Freiwilligendienstprogrammen der Aktion Sühnezeichen Friedensdienste in Frankreich und Großbritannien, Aktion Sühnezeichen Friedensdienste e.V.

- Smith, J. D. (2004). "Civic service in Western Europe." *Nonprofit and Voluntary Sector Quarterly* 33(4 suppl): 64-78.
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